

## **ADAPTIVE FEEDBACK CONTROL IN E-SERVICE MANAGEMENT**

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### **ABSTRACT OF THE DISCLOSURE**

10 A method and system is described that adaptively adjusts an eService management system by using feedback control. Behavior experts are distributed at different levels of the hierarchy of the eService management system. Within the hierarchy, feed-forward reasoning is performed from lower level behavior experts to the higher level behavior experts. A method for identifying bottlenecks is described and utilized. The performance of these behavior experts is compared with various objective functions. The discrepancies are used to adjust the system.